



Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts September 1, 2013

Stephen Rhoades always gives excellent customer service and does so cheerfully with a smile. I understand he is leaving and I am among the many who are sad to see him go – especially after serving the Community for years now. Please tell him thank you for all that he has done. We wish him well in his new adventure. We will pass on your kind words. Friday 8/30 was Stephen's last day. He has left the Café to return to school and further his education. We very much appreciate his years of service in the Café and wish him well. ☺

Was looking forward to steak and eggs as advertised, but was there at 9 am and was told “out of steak...” Sorry about that. We increased the steaks this latest go around and did not run out based in large part on your feedback. Thanks for letting us know.

The School Supply Drive was an excellent idea. Thanks for doing that. They will need more supplies during the school year. Perhaps you could do it again along the way. Thanks for the idea. We partnered with IT and Social Services to make that happen and collected thousands of school items for SRPMIC kids. Perhaps we will do it again during the year. Stay tuned.

Yesterday morning I ordered a breakfast burrito, as they were wrapping it, the tortilla was so thin it ripped. So he doubled wrapped it, but when I got back to my office and tried to bite into it ripped open again creating a big mess. Thanks for letting us know. Despite our best efforts, that sometimes happens. We gave you a coupon for a free burrito on us. Always let us know if there's a problem so we can make it right.

The pitted beef was awesome again today. Always, is, never miss. My favorite way to eat it is in a Chumuth as a burrito. Your staff is always kind enough to make it for me. I know I am not alone – so thanks for offering that extra service. Thank you for the kind words. As always, we just try to treat people the way we'd want to be treated. Glad we could make it right – and give you that little extra! ☺

Another “Stuff the Bin” promo, 42 Dbacks Tickets given away – and I still have yet to win ANYTHING in the Café! I really, really, really want the Cardinals’ football tickets. I really do enjoy the contests – so what’s the secret to winning? The good news is SOMEBODY is winning! So far this year, we have given out over \$10,000 worth of prizes to more than 300 individual winners. So the secret is – keep trying! Maybe the planets will align and you'll get those Cardinals' tickets! More entries – more chances to win! ☺

When the deli sign says “melt”, doesn’t that mean the sandwich is supposed to be melted and/or somehow heated? I ordered the “melt” the other day – sandwich looked good – but it was not heated and the cheese was not melted. Sorry that happened and thanks for letting us know. A service “training” issue to be sure, which we took care of. Thanks again.

You all do a great job. I usually come in just for a coffee and end up leaving with breakfast. The staff is wonderful and takes pride in their work. I've had a chance to work with them as a Day Laborer on a few occasions, and you are a hard working team! Keep up the awesome job! Thank you for the kind words. And thank you for serving in the Community on HR's Day Labor team. The Café very much appreciates the Day Labor program and take advantage of its staff and services on a regular basis. We appreciate it.

I've been wondering why there hasn't been any Posole on the menu for the past few weeks. I asked Ernesto about it and he said he would make some and today he did. I am so glad I saved my appetite for this. It was delicious. Thank you Ernesto! Thanks for the kind words. Chef Ernesto has been here at the Café since we opened more than five years ago and makes all of the soups, Frying Pan foods and assists with the catering, grill, deli and anywhere he's asked to help. He not only does good work – he makes good food.

Everything was terrific at our event in the Café last night. The food was amazing and we had many, many compliments on the choice of menu. Your staff was very accommodating in helping us deal with the lateness of our opening speaker and I truly appreciate it! Thank you so much! Kathy Tevis, College of Law at Arizona State University. Thanks for the generous feedback. The Café has been fortunate to host the ASU Law School dinner for five years in a row. Thank you for your continued patronage of the Café.

Kudos & Klouts (Customer Comments and/or Suggestions)

- Breakfast grill seems to be running a little slow lately. Maybe they need more help...
- Love the ZOCA Fresh Mex Made to order. Had it twice this week...
- Today's BBQ was very, very good. Both the shredded pork and the brisket. Could have that every week.
- Took 20 minutes for my lunch grill order (we gave you a coupon for a free meal. Sorry for the delay.)
- What happened to the “cookie jar?” I like getting my cookies out of the jar instead of having them pre-wrapped.
- Sweet potato hash had no flavor today and the turkey dressing was too mushy. Wrong bread?
- Please stop making the non-healthy foods look so good. You are ruining my attempts to eat healthier! ☺
- The beef & barley soup today was so good!!!! My compliments to the chef.
- Hair in my Tuna Sandwich today. Please have the workers be more careful about restraining their hair.
- You're doing better on the oatmeal. Nice consistency lately. Appreciate the “non-watery” variety. Thanks.
- The egg in my croissant sandwich was “over easy” and runny today (we gave you a free sandwich. Thanks.)
- Navy Bean soup today was extra, extra good.
- Like to see more popcorn shrimp please
- Chicken Tikka Masala was the best yet. I have it every time and this version was perfect.
- I love Gazpacho soup. Spiced just right. And you even put out the sour cream and croutons. Thanks.
- Homemade baked chips... awwwwwwwesome!!!
- I think the cashier made a mistake. Got the same thing two days, two different prices. (You were right, we fixed. Thanks.)
- My cheese omelet seemed a little under one – egg juice on the plate when I was done eating

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 5.4; Sept 1, 2013)

